

# New Online Banking FAQ's

## Why is my Online Banking experience changing?

Community Alliance is upgrading its Online Banking to give its members more powerful tools, greater flexibility and a better user experience while still maintaining our current strict security standards.

## Will my Username & Password be changing?

Your current username will remain the same. Your password will be updated the first time you log on to Online Banking.

## I am a Current User; how do I log into Online Banking for the first time?

- Enter your existing online banking username on the online banking portion of our website and click "Login".
- You will be prompted to:
  - Change your current password
  - Select a personal identification icon
  - Select and answer security questions
  - Set-up a password reset question & verify/change your email address

## How does the 'Password Reset' feature work?

The first time you log into the new Online Banking system, you will be prompted to setup a password reset question and answer, along with verifying your email address. This feature allows you to use the 'Forgot Password' link on the Online Banking login screen. A link to reset your password is delivered to the email address you provided.

## What is my Personal Identification Image?

The first time you log into Online Banking you will see a random personal identification image. Once you have entered your username and password, you will then be able to select your own personal identification image. The image you selected will appear each time you log in or until it is changed. If the image you selected does not appear after entering your username, please verify your username.

## How do I access my Community Alliance VISA Credit Card in the new Online Banking?

Community Alliance VISA cardholders will access their credit card account online through the Online Banking portal. Simply click the **VISA Access** tab on the menu bar and follow the prompts.

## How do I transfer funds to other Community Alliance member accounts?

Once logged into Online Banking, click on the **Services** tab on the menu bar and click on the 'Click Here to enroll' under the **Transfer to Another Member** option. You will be taken to a PowerForm where you will need to fill in your name and email address and click 'Begin Signing'. You will need to fill out the *Online Banking Account Transfer*

*Access' Form* that comes up, selecting **Option A** to transfer out to ANY Community Alliance Member Account, and click Finish. The form will be sent back to our representatives for approval/denial. You will be contacted by a Community Alliance representative and if approved will be sent a DocuSign form electronically for a signature. Once opted in, you will need to know the members 6-digit account number, first 3 letters of their last name and share/loan ID's. **\*If you would like multiple options, please fill them out on the same Basic eServices form.**

### **Can I transfer funds between two different Community Alliance accounts?**

Yes. If you are the Primary or Joint member on the accounts, you can set up cross-account access. Once logged into Online Banking, click on the **Services** tab on the menu bar and click on the '*Click Here to enroll*' under the **Transfer to Another Member** option. You will be taken to a PowerForm where you will need to fill in your name and email address and click '*Begin Signing*'. You will need to fill out the *Online Banking 'Account Transfer Access' Form* that comes up, selecting **Option B and/or C**, according to the instructions and click Finish. The form will be sent back to our representatives for approval/denial. You will be contacted by a Community Alliance representative and if approved will be sent a DocuSign form electronically for a signature. **\*If you would like multiple options, please fill them out on the same Basic eServices form.**